



LOS ANGELES COUNTY COMMISSION ON HIV

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While not required of meeting participants, signing-in constitutes public notice of attendance. Presence at meetings is recorded solely based on sign-in sheets, and not signing-in constitutes absence for Commission members. Only members of the Commission on HIV are accorded voting privileges, thus Commissioners who have not signed in cannot vote. Sign-in sheets are available upon request.

STANDARDS OF CARE COMMITTEE MEETING MINUTES December 4, 2008

Approved
2/05/2009

MEMBERS PRESENT	MEMBERS ABSENT	PUBLIC	HIV EPI AND OAPP STAFF	COMM STAFF/ CONSULTANTS
Anthony Braswell, <i>Commission Co-Chair</i>	Angelica Palmeros, <i>Co-Chair</i>	Dean Page	Jenell LaGard	Jane Nachazel
	Fariba Younai, <i>Co-Chair</i>		Tia Mao	Doris Reed
Anthony Bongiorno	Sharon Chamberlain			Craig Vincent-Jones
Mark Davis	David Giugni			
Maxine Franklin				
Terry Goddard				
Brad Land				
Jenny O'Malley				
Everardo Orozco				

CONTENTS OF COMMITTEE PACKET

- 1) **Agenda:** Standards of Care Committee agenda, 12/4/2008
- 2) **Minutes:** Standards of Care Committee meeting minutes, 9/4/2008
- 3) **Minutes:** Standards of Care Committee meeting minutes, 10/2/2008
- 4) **Comment:** Inconsistencies between standard of care and contract, Office of AIDS Programs and Policy (OAPP), 12/2008
- 5) **Comment:** Language Services Standard of Care, Anita Hong-Ha Le, PALS for Health, 11/4/2008
- 6) **Standard of Care:** Language Interpretation Services, 10/23/2008
- 7) **Standard of Care:** Medical Outpatient Services, 10/9/2008
- 8) **Spreadsheet:** Commission's Year 17 Implementation Plan, 6/12/2007

1. **CALL TO ORDER:** Mr. Braswell called the meeting to order at 10:00 am.
2. **APPROVAL OF AGENDA:**
MOTION #1: Approve the Agenda Order with items 9 and 10 postponed (*Passed by Consensus*).
3. **APPROVAL OF MEETING MINUTES:**
MOTION #2: Approve the Standard of Care (SOC) Committee meeting minutes for September 4, 2008 and October 2, 2008 (*Passed by Consensus*).
4. **PUBLIC COMMENT, NON-AGENDIZED:** There were no comments.
5. **COMMISSION COMMENT, NON-AGENDIZED:** There were no comments.
6. **PUBLIC/COMMISSION COMMENT FOLLOW-UP:** There were no comments.
7. **CO-CHAIRS' REPORT:** Co-Chair nominations were opened for one month. Ms. Palmeros and Dr. Younai were re-nominated.

8. **STANDARDS OF CARE:**

A. Language Interpretation Services:

- OAPP's comments were discussed:
 - **Comment:** Standard does not define "eligible family member."
Decision: The Committee agreed there should be no change to the standard because although not in the **Definitions** section, "eligible family member" is specifically defined on Page 16.
 - **Comment:** Standard does not address annual TB Screening.
Decision: This issue is included in the medical standards. However, the Committee agreed to add the TB requirement since interpreters participate in the medical visits.
 - **Comment:** Standard does not clarify number of HIV training hours needed by sign language interpreters.
Decision: The Committee agreed that the standard should include requirements for the competency of the interpreters and the types of additional expertise for which interpreters should be trained. However, it was agreed that hours or specific requirements related to the training should be left up to the administrative agency's contractual requirements.
 - **Comment:** Standard does not address what occurs in the event of a missed appointment.
Decision: This issue is under the purview of the administrative agency and beyond the scope of the standard.
- PALS for Health comments were discussed:
 - **Comment:** Verbal interpretation is not addressed, only American Sign Language (ASL).
 - **Decision:** Mr. Meyer inserted language to address the delivery of verbal interpretation services for other languages such as Korean, Russian, Tagalog, etc. (Spanish-language interpretation is a contractual requirement).
- The Committee agreed that the public comment period be extended to allow time for OAPP and PALS for Health review the standard again to determine if the inserted language adequately addresses minimum expectations for the delivery of verbal interpretation in non-English/Spanish..

B. Medical Outpatient: The Committee discussed comments received from the Medical Outpatient Caucus who recommended that a more thorough review of the standard was needed to ensure consistency with the new Medical Care Coordination standard. The Committee agreed to form a work group consisting of Dr. Daar, Mr. Land, Ms. Palmeros, Mr. O'Brien, Ms. O'Malley and at least one OAPP representative, to meet by mid-January and review the standard in-depth. The Committee also agreed to extend the public comment period pending the work group's review of the standard.

C. Local Pharmacy Program/Drug Reimbursement: There were no public comments. The standard will be presented to the Commission on 12/11/08 for final approval.

D. ADAP Enrollment: There were no public comments. The standard will be presented to the Commission on 12/11/08 for final approval.

9. **GRIEVANCE POLICIES AND PROCEDURES:** This item was postponed.

10. **SERVICE EFFECTIVENESS:** This item was postponed.

11. **STANDARDS DISSEMINATION:**

- Mr. Vincent-Jones reported the copy editor had finished her first review of the standards.
- Although the projected deadline for the Quality and Productivity (Q&P) Commission grant was 12/31/08, Q&P has agreed to a revised firm deadline of 6/30/09 that coincides with the end of the County's Fiscal Year.
- The Request for Proposal (RFP) for the print and design portions will close December 12th. It will take the County about one-and-a-half weeks to review the approximately 30 proposals expected. Selection is anticipated in time for the designer to start work mid-January.
- Mr. Vincent-Jones solicited the help of a few Committee members to help review the RFPs sometimes between Christmas and New Years: Mr. Braswell, Dr. Davis and Ms. O'Malley volunteered.

12. **MEDICAL OUTPATIENT RATE STUDY:** There was no report.

13. **AETC REPORT:** There was no report. Mr. Vincent-Jones will follow up with Jerry Gates to ensure that he or another AETC representative will attend SOC Committee meetings on a regular basis.

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14. **COMMITTEE WORKPLAN UPDATE:** Mr. Vincent-Jones reported that the updating the work plan is critical since the Committee has completed a significant share of its continuum of care, standards development and care coordination work and will focus more on service effectiveness, best practices, quality management and service procurement and monitoring issues. The following areas of the work plan were discussed:
- A. Committee Operations:** The basic operational subjects are the same for all committees and were not changed.
- B. Standards of Care:**
1. *Care Coordination Framework:*
 - The Concept Development and Standard of Care items are already completed.
 - Under Community Dialogue, it was agreed to send a letter to case management, medical and provider board chairs with an offer to do a presentation regarding medical care coordination.
 - ➡ Mr. Vincent-Jones will draft a letter offering to do a presentation on medical care coordination.
 2. *Standards of Care Revisions in Accordance with Reauthorization:* The estimated 1,000 binders will be printed in sections and a distribution list maintained so revisions can be readily distributed and inserted.
 3. *Dispersion of Client Advocacy Components:* The item is already completed.
 4. *Ongoing Standards of Care Revision:*
 - This item refers to three functions: ongoing development of new standards or significant revision of existing ones; periodic review of all standards; and coordination of revisions to better inform the OAPP contracting schedule.
 - Ms. Franklin recommended coordinating with both Michael Green and Kevin Harvey, who handles solicitation.
 - ➡ Mr. Vincent-Jones will write a memorandum to OAPP, on behalf of the SOC Committee, outlining a process for reviewing one-third to one-fourth of contracts annually. The goal is to finalize the process by June 2009.
- C. Standards of Care Dissemination:** The Committee agreed to review means of publicizing these public domain standards through journals and conferences, etc. and, to explore a fee-based consultation team for planning councils interested in the process.
- D. Service Procurement:** This section will be updated to reflect previously discussed coordination with OAPP as well as the County restructuring that altered the CEO/Health Deputy relationship and, consequently, reporting procedures.
- E. Standards of Care Development Process Follow-up:**
1. *Adopt New Grievance Policies and Procedures:* Development is in process.
 2. *Develop Supplementary Policies and Procedures:* It was agreed to hold these until standards development was complete.
 3. *Review Comments from Standards Process:* Review is in process.
 4. *Redefine Continuum of Care:* This item has been completed.
- F. Special Population Guidelines:** Guidelines have been developed for Transgender, Women, and Youth/Adolescent with the other 11 identified population guidelines pending. They will be added to the standards as they become available.
- G. Service Effectiveness:**
1. *Outcomes and Indicators:* This common pool of indicators should be developed by the end of the year.
 2. *Baselines and Benchmarks:* These measurements will be developed following Outcomes and Indicators.
 3. *"Service Effectiveness" Methodology:* The methodology has been developed.
 4. *Los Angeles County HIV Needs Assessment (LACHNA):* LACHNA has been completed.
 5. *Cost Effectiveness:* Development is pending finalization of unit cost reimbursement rates.
 6. *Priority- and Allocation-Setting (P&A) Process:* This item is ongoing.
 7. *Service "Report Cards":* The "Report Cards" will be based on Service Effectiveness data.
- H. Service Utilization:**
1. *Data Management:* OAPP continues work on this item.
 2. *Service Utilization Reporting:*
 - OAPP is planning quarterly presentations on selected service categories to the Priorities and Planning Committee.
 - The copy editor is also writing brochures on the services.
 - The Committee will discuss with OAPP the kinds of regular reports they would like from them.
 - The Committee agreed that the Consumer Caucus should review the services brochures and provide feedback to the copy editor.
 3. *Begin Outcome, Indicator, and Service Utilization Data:* This will be developed pending decisions on reporting.
- I. Rate Studies:** Mr. Vincent-Jones reported OAPP is developing a new process to replace "rate studies." The Commission's purview is to ensure a measurable unit cost reimbursement rate. The section will be revised pending OAPP's progress.
- J. Best Practices:**
- Mr. Vincent-Jones noted the previous concept of a quarterly all-day conference with providers and experts in a category to identify weaknesses and seek out best practices. Mr. Braswell suggested synching best practice and standard review.
 - ➡ It was agreed to form a work group on the subject in January.

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K. Unmet Need: Mr. Vincent-Jones noted each committee would be addressing a piece of the Unmet Need subject.

1. *Estimate Unmet Need:* Service utilization data has not been generated, but CD4 reporting will build surveillance data.
 2. *Assess Unmet Need:* LACHNA is done and the Continuum of Care evaluation is scheduled for 2011.
 3. *Address Unmet Need:* These activities have been completed or incorporated into Quality Management.
- ➡ Mr. Vincent-Jones will provide an updated work plan to the SOC Committee at its meeting on February 5, 2009.

15. **NEXT STEPS:** There was no report.

16. **ANNOUNCEMENTS:**

- Mr. Goddard announced that the annual Affair of the Heart is slated for Tuesday (12/9/08) 5:30 pm, at the California Club.
- Ms. O'Malley announced that The AIDS Service Center is having their Posada AIDS Walk, Saturday (12/6/08) at 4:00 pm. The candlelight walk will begin at Pasadena City Hall.
- Dr. Davis announced that the CARE Program client party will be held on 12/18/08 beginning at 4:30 pm.

17. **ADJOURNMENT:** The meeting was adjourned at 11:45 am.